



City of Tacoma City Council Study Session Minutes

733 Market Street, Tacoma WA 98402

Conference Room 16

April 23, 2019

12:00 PM

Call to Order

Mayor Woodards called the study session to order at 12:09 p.m.

Present: 5 - Beale, Hunter, Thoms, Ushka and Mayor Woodards

Absent: 4 - Blocker, Ibsen, McCarthy and Mello

Deputy Mayor McCarthy arrived at 12:12 p.m. Council Member Mello arrived at 12:14 p.m., and Council Member Ibsen arrived at 12:16 p.m.

Briefing Items

1. [19-0440](#) TacomaFirst 311 Customer Service Update

At approximately 12:10 p.m., Tadd Wille, Assistant City Manager, City Manager's Office (CMO), provided opening remarks on the TacomaFirst 311 (TF311) Customer Support Program and introduced La'Toya Mason, Customer Support Service Center Manager, CMO. Ms. Mason presented a review of the TF311 Program, including an overview, background of the Public Access, Service, and Security Initiative, and history since 2013.

Deputy Mayor McCarthy arrived here, at 12:12 p.m.

Ms. Mason outlined TF311's multimodal access to City services, including face-to-face, telephonic, and online or mobile applications.

Council Member Mello arrived here, at 12:14 p.m.

Ms. Mason further summarized customer experiences since 2013; staff who provide services; and an explanation of how TF311 works, including intake, process, service request routing, and service level agreements.

Council Member Ibsen arrived here, at 12:16 p.m.

Ms. Mason further reviewed reasons people use TF311; the top ten request

types in 2018; historical trends from 2013-2018; increases from 2017-2018; an analysis of demand, including the difference between calls versus requests, a comparison of the number of calls to requests, and services provided by year and source; an analysis of calls; call abandonment rates for 2017-2018; the top 10 'heat maps' available in the City's Results253 open data portal; performance goals related to customer satisfaction and response times; and TF311's continuous improvement focus areas related to data analysis and services. She concluded by stating Council Members will receive TF311 summary reports by district.

Discussion ensued regarding duplicate calls for service, increased call rates, calls related to homelessness, options to track how requests are resolved, service rates and staffing, reports and workflows, interactive maps and open data, geographic service boundaries, customer service resources related to rental housing, providing TF311 information to new residents, top call topics, and next steps related to further data reporting.

2. [19-0442](#) Review Tideflats Interim Regulations and Proposed Six-Month Extension

At approximately 12:55 p.m., Stephen Atkinson, Principal Planner, Planning and Development Services, provided a presentation on the Tideflats Interim Regulations and proposed six-month extension, including a background from 2017 to present, update on the Tideflats Subarea Plan and steering committee, and a reminder that the current ordinance is set to expire on June 2, 2019. He further summarized the interim regulations related to non-industrial uses, residential encroachment, expanded notices, and heavy industrial use restrictions, and next steps.

Other Items of Interest

There were no other items of interest.

Committee Reports

There were no Committee reports given.

Agenda Review and City Manager's Weekly Report

3. [19-0407](#) Weekly Report to the City Council, April 18, 2019

City Manager Elizabeth Pauli stated tonight's meeting agenda includes two proclamations, to proclamation to proclaim April 26, 2019 as Domestic Violence Awareness Day and May 2019 as Building Safety Month; and recognition of Ms. Helen Engle and Dr. Dat Giap. She further stated that no changes are anticipated to the agenda.

Adjournment

On proper motion, the study session was adjourned at 1:07 p.m.

Victoria R. Woodards, Mayor

Doris Sorum, City Clerk